STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE

☑ Update

☐ Formal Review

Date Submitted: <u>10/2015</u>

SECTION I - Identification

Working Title: Computer Support Technician

Department: Transportation

Job Code Number: 151414

Division & Bureau:
Information Services Division
Technical Operations Bureau

Job Code Title: Computer Support Technician

Section & Unit: Customer Support

Pay Band: 4

Work Address:
2701 Prospect Avenue
Helena, MT 59620

Position Number: 81115

Phone: (406) 444-6311

☐ FLSA Exempt ☑ FLSA Non-Exempt   ☐ Non-Union ☑ MPEA ☐ Blue Collar

Profile Completed By: Teresa Yakoweshen

Work Phone: 444-7626

Work Unit Mission Statement or Functional Description:

The Information Services Division (ISD) provides a full range of services for the Montana Department of Transportation (MDT). The bureaus within the division, plan, set policy, coordinate, design, install and maintain the department's information technology infrastructure. This includes network management, server systems administration, computer systems, database administration, applications development and maintenance, integrated systems development, web development, data security, disaster recovery services, geospatial information systems (GIS), global positioning systems (GPS), and roadway information collection. ISD provides user support, training, imaging, duplication services, information technology research and development, internal budgeting, procurement contract administration, and project management.

Describe the Job's Overall Purpose:

The Computer Support Technician provides basic technical assistance to all employees of the Montana Department of Transportation. The incumbent in this position will be called upon to provide technical assistance in support of the software, hardware, and networking tools used by the department's employees. The position also utilizes developed training materials in conducting formal technical and computer training, both in the classroom and one-on-one, for MDT employees.

The position may also assist with scheduling, conducting, and coordinating computer software, hardware installation and configuration; perform setup procedures for new equipment and installs, customize, and ensure accurate operation of software packages and hardware on personal computers; customize and troubleshoot applications when problems occur and ensure compliance with MDT network standards.

SECTION II - Major Duties or Responsibilities	*% of Time*

A.   Information Systems Support   80%

The Computer Support Technician is responsible for providing basic technical assistance and support related to Montana Department of Transportation computer systems, hardware and software. The incumbent responds to inquiries, isolates and diagnoses problems, and determines and implements solutions to computer related issues.

Systems Support
- Provide basic technical assistance to MDT staff, other state personnel and MDT associates regarding MDT technology systems
- Configure computer components for employee use, ensuring proper installation of devices and cables
- Ensure reliable operation of equipment by completing preventive maintenance tasks
- Maintain and further personal technical knowledge by attending webinars, workshops, training and reviewing pertinent technical articles and publications
- Contribute to agency's sound technical infrastructure by following and enforcing established organizational standards and principles
- Assist with tasks on software and hardware deployments

Problem Resolution
- Respond to user inquiries regarding software and hardware issues, including computers, mobile devices, printers, scanners, etc.
- Gather information through oral and written communication, observation and research to aid in end user incidents.
- Analyze information and evaluate options
- Identify appropriate resolution(s)
- Document technical issues and accepted solutions in service management software
- Follow up with customers to ensure issues have been resolved
- Gather feedback from end users about ISD services
- Escalate problem tickets to senior Customer Support Specialists for resolution

Customer Service
- Often the first point of contact with MDT staff; be friendly, courteous and respectful toward customers
- Respond to written, verbal and electronic end user inquiries regarding computer software and hardware operation
- Provide quality service in adherence to established IT service management standards

B.   **Application Coach and Training**   **20%**

The Computer Support Technician is responsible for providing formal technical training and application coach functions.

Group Instruction
- Provide job specific technical computer training to MDT personnel
- Solicit feedback from class attendees in order to improve training offerings
- Write technical training manuals

Individual Instruction
- Train workers in the use of computers and related equipment
- Train workers in the use of supported software applications
- Make suggestions and recommendations to MDT staff on how to be more efficient in the use of computer systems

1.   *The following duties and/or specific tasks listed under section II above are considered "essential functions" because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):*

Duties A and B:
Information Systems Support and Application Coach and Training

The following mental and physical demands are associated with these essential functions:

PHYSICAL
- Lift up to 50 pounds
- Drive a vehicle to various MDT locations throughout the state as required
- Sit at a desk for up to several hours at a time
- Install and troubleshoot computer equipment that may be located under desks, behind other office furniture, or in other places requiring flexibility to access
- Operate a computer using a keyboard and mouse for extended periods of time
- Use a telephone for extended periods of time

MENTAL
- Remaining calm in stressful situations
- Active Listening
- Oral comprehension
- Oral expression
- Written comprehension
- Written expression
- Speaking
- Instruction
- Deductive reasoning

2.   *Does this position supervise others?*   ☐ **Yes**   ☑ **No**

Number directly supervised:
Position Number(s) of those supervised:

*3. **Attach an Organizational Chart.***

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:
The position requires basic knowledge of personal computers, printers, scanners and other computer peripherals; common office productivity software such as word processing, spreadsheets, email, presentations and collaboration tools; personal computer operating systems such as Windows; principles of computer networking; and customer and personal service.

SKILLS:
This position requires basic troubleshooting, problem solving, analytical, critical thinking and deductive reasoning skill. Must have active listening, instructing and service orientation, speech clarity and recognition, analysis and quality control in order to interact effectively with the full spectrum of contacts on an ongoing basis.

Behaviors required to perform these duties:

See MDT Core Behaviors

Education:
Check the <u>one box</u> indicating minimum education requirements for this position for a new employee the first day of work:

☐ No education required	☑ Related AAS/2-years college/vocational training
☐ High school diploma or equivalent	☐ Related Bachelor's Degree
☐ 1-year related college/voc. training	☐ Related Master's degree

Please specify the acceptable fields of study:

Acceptable: Computer Science, Network Administration or related degree. Related degree must be approved by ISD Administrator.

Other education, training, certification, or licensing required (specify):

Experience:
Check the <u>one box</u> indicating minimum work-related experience requirements for this position for a new employee the first day of work:

☐ No prior experience required	☐ 3 years
☑ 1 year	☐ 4 years
☐ 2 years	☐ 5 or more years

Other specific experience (optional): The 1 year of experience in computer systems administration or information technology support experience, including hardware and software troubleshooting, hardware deployment, software installation, configuration and management. **OR** successful completion of Montana Department of Transportation Information Services Division Internship program.

Alternative Qualifications:
This agency will accept alternative methods of obtaining necessary qualifications.

☑ Yes ☐ No

Alternative qualifications include: Relevant experience in computer systems administration or information technology support experience, including hardware and software troubleshooting, hardware deployment, software installation, configuration and management may be substituted on a year-for-year basis for the required college degree.

SECTION IV – Other Important Job Information

☑ Fingerprint check   ☑ Valid driver's license

☑ Background check   ☐ Other; Describe

Other information including working conditions such as shifts, lifting requirements, travel or hours.

Responsibilities require the incumbent to work the majority of their time within predetermined timeframes. Some work will require after hours or weekend activity to ensure minimal impact to the agency user community. The predominate work is performed in an office setting during normal working hours and often requires the incumbent to sit for extended periods of time while working at a desk and computer. Limited day and overnight travel may be required to support equipment in different site locations. Lift up to 50 lbs.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____   Title:_ Computer Support Technician _____

Signature: _____   Date: _____

Immediate Supervisor:

Name:_ Teresa Yakoweshen _____   Title:_ Customer Support Section Supervisor _____

Signature: _____   Date: _____

Bureau Chief:

Name:_____   Title:_ Technical Operations Manager_____

Signature: _____   Date: _____

Division/District Administrator:

Name: Mike Bousliman _____   Title: Administrator, Information Services Division __

Signature: _____   Date: _____

Department Designee:

Keni Grose/Designee   Human Resources Administrator
                                                         Human Resources Division

Signature: _____   Date: _____